

# FIRMA FIDES BARRIER-FREE DENTISTRY

## STANDARD OF QUALITY

### OHEALTHCARE ORGANIZATION:

- Standardized procedures
- Guidelines and protocols approved by the National Health Service (NHS)
- Privacy compliance (EU Regulation 2016/679 on user data confidentiality and processing)
- Paperless document management
- Digital signatures

### PROFESSIONALS AND SUPPORT STAFF:

- Continuous education and training in compliance with current regulations (NHS ECM credits).

### ACCESS AND TREATMENT METHODS HOURS, WAITING TIMES, AND REPORTS

Every treatment cycle follows a four-step protocol:  
1. **Admission**, 2. **Treatment**, 3. **Discharge**, 4. **Readmission**.

**The Dental Clinic is open from 9:00 a.m. to 7:00 p.m.,  
Monday to Friday.**

Appointments and access are organized based on the complexity and urgency of the case.

On Saturdays and holidays, **an on-call service is available**, details can be found on the voicemail.

The waiting list for a consultation is less than five days.

Emergencies are managed within 48 hours.

Clinical documentation is released within 10 days of a written request sent via email to:

[segreteria@clinfirmafides.it](mailto:segreteria@clinfirmafides.it)



# BOOK YOUR DENTAL APPOINTMENT

**TEL. 0734 229396**

**PIAZZALE TUPINI 1,  
63900 FERMO (FM)**

FOR CONTINUITY OF CARE AND MESSAGING SERVICE:  
**CELL. + 39 3806368979**

FOR INFORMATION AND APPOINTMENTS:  
**SEGRETERIA@CLINICAFIRMAFIDES.IT**

FOR FEEDBACK AND SUGGESTIONS:  
**SERVIZIOPAZIENTI@CLINICAFIRMAFIDES.IT**



# CLINICA FIRMA FIDES <sup>srl</sup>



# CHARTER OF DENTAL SERVICES

CLINICA FIRMA FIDES srl  
Aut. Com. n. 392 del 15/04/2024  
CF e P.IVA 02524800444  
Direttore Sanitario Dr. Giancarlo Bacalini  
Medico Chirurgo (Iscr. Albo N. FM319)  
Odontoiatra (Iscr. Albo N. FM33)  
Direttore Ausiliario Dr.ssa Carmela Dargenio  
Odontoiatra (Iscr. Albo N. PU473)  
<< Giugno 2024 - Rev.0 All. 4 PSG >>

[WWW.CLINICAFIRMAFIDES.IT](http://WWW.CLINICAFIRMAFIDES.IT)

## Policy and Objectives

For years, Clinica Firma Fides srl has been committed to providing high-quality dental care to its patients.

Through the protection and promotion of oral health, Clinica Firma Fides srl aims to create well-being for individuals and the community by offering excellent dental services (**Mission**).

By strictly adhering to values such as [ethics, safety, quality, and accessibility to dental care](#), Clinica Firma Fides srl pursues an innovative social dentistry project aimed at making private healthcare services accessible to all patients (**Vision**).

Clinica Firma Fides srl is organized and structured in compliance with all current hygiene and health regulations mandated by the National Health Service (SSN), which include strict quality control protocols in line with the requirements for Institutional Accreditation set forth by the Region of Marche for dental services.

The dental staff consists of qualified professionals who work individually and/or in teams based on the complexity of cases and treatment plans, all under the supervision of the Medical Director.



The staff at Clinica Firma Fides srl is always available to assist patients with any questions or clarifications.

## Our Strengths

**ETHICS:** Our dental care services are accessible to all user groups, with no discriminatory waiting lists.

**SAFETY:** Our dental treatments are performed under safe and controlled technological and hygienic conditions.

**QUALITY:** Our dental care adheres to clinical guidelines, and all dental materials and implant-prosthetic devices are CE-certified.

**TIMELINESS:** Our treatment cycles are completed within short timeframes, always respecting the needs of our patients.

**AFFORDABILITY:** Our dental fees are sustainable, as every treatment cycle is tailored to the individual patient.

**0% FINANCING:** Patients have the option to pay for dental care in convenient monthly installments with no interest (subject to approval by the financing company). For more information, please contact our reception.

**CONVENTIONS:** Patients with Supplementary Funds or other agreements can benefit from discounted fee schedules and, where applicable, receive advances or reimbursements for the treatments performed, as specified by their Fund.

## OUR SERVICES

From oral prevention to major implant-prosthetic rehabilitations, **Clinica Firma Fides srl covers all dental specialties, including:**

- **Diagnosis and admission**
- **Periodontology (Dental Hygiene and Prevention, Surgical Periodontology)**
- **Endodontics**
- **Restorative dentistry**
- **Oral surgery**
- **Implantology (Implant Prosthetics)**
- **Fixed prosthetics**
- **Removable prosthetics**
- **Orthodontics and Gnathology**

Dental procedures can also be performed under conscious sedation.

## General Regulations

### Patient Rights:

- To know the names and qualifications of the staff
- To confidentiality of clinical and non-clinical data
- To be informed and provide consent for treatments
- To know fees and payment methods in advance
- To understand general regulations

### Patient Responsibilities:

- Respect staff and healthcare professionals
- Honor appointments and be punctual
- Follow agreed payment plans
- Comply with periodic check-up schedules (every four to six months at most)

### DOCUMENTS TO SIGN DIGITALLY

To initiate treatment, patients must review and sign the following documents.

#### During registration:

- Consent for electronic signature
- Privacy consent
- Review and acceptance of fee schedules
- General regulations acknowledgment

#### During admission and treatment initiation:

- Clinical-anamnestic form during admission
- Agreed estimate and payment methods
- Informed consent for planned treatments

#### Upon discharge:

- Maintenance and periodic check-up plan

### FEES AND PAYMENT METHODS

Patients are informed at reception about the costs of planned treatments and medical/dental devices, including prosthetics and implants.

The signed fee schedule during admission serves as a binding estimate for the treatments to be performed.

Applicable fees may vary depending on whether the patient is treated privately or under a convention (e.g., mutual funds, supplementary SSN funds, insurance, etc.).

Unless otherwise stated, all services must be paid for at the time of execution or in advance for treatments requiring medical devices (implants, dental prosthetics, orthodontic or gnathological aids).